



Department of Medical Assistance Services  
600 East Broad Street, Suite 1300  
Richmond, Virginia 23219

[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

# MEDICAID PROVIDER MANUAL UPDATE

**TO:** All providers of Hospice Services participating in the Virginia Medical Assistance Program, Managed Care Organizations providing services to Virginia Medicaid Recipients, and all holders of the *Hospice* Provider Manual

**UPDATE:** HSPC-02-05

**FROM:** Patrick W. Finnerty, Director  
Department of Medical Assistance Services (DMAS)

**DATE:** 5/6/2005

**SUBJECT:** Update to Second Edition of the *Hospice* Provider Manual

The purpose of this memorandum is to notify you of changes to Chapter V of your *Hospice* Provider Manual. The attached table shows the changes to the *Hospice* Provider Manual. Please download the new pages to insert into your Provider Manual and retain the attached table.

Page 10 of Chapter V has been revised to reflect the correct coordination-of-benefit (COB) code for Medicare crossover claims for hospice services.

Please review these changes carefully.

## **ELIGIBILITY AND CLAIMS STATUS INFORMATION**

DMAS offers a web-based Internet option to access information regarding Medicaid eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification information. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 800-884-9730 or 800-772-9996. Both options are available at no cost to the provider.

## **COPIES OF MANUALS**

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at [www.dmas.virginia.gov](http://www.dmas.virginia.gov) (*please note the new DMAS website address*). Refer to the Provider Column to find Medicaid and SLH Provider Manuals or click on "Medicaid Memos to Providers" to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

Memorandum: Special

May 6, 2005

Page 2

**“HELPLINE”**

The “HELPLINE” is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays, to answer questions. The “HELPLINE” numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid provider identification number available when you call.

Attached Number of Pages: (1)

***HOSPICE PROVIDER MANUAL***  
**REVISION CHART**  
**May 6, 2005**

**SUMMARY OF REVISIONS**

<b>MANUAL SECTION</b>	<b>MATERIAL REVISED</b>	<b>NEW PAGE NUMBER(S)</b>	<b>REVISED PAGE(S)</b>	<b>REVISION DATE</b>
Chapter V	Medicare Crossover Claim Instructions		10	5-6-2005

**FILING INSTRUCTIONS**

<b>MANUAL SECTION</b>	<b>DISCARD</b>	<b>INSERT</b>	<b>OTHER INSTRUCTIONS</b>
Chapter V	Old page 10	New page 10	